

DOE Universal Competencies to be exhibited by all employees:	
Oral Communications	Makes clear and convincing oral presentations. Listens effectively. Clarifies information as needed.
Written Communications	Writes in a clear, concise, organized, and convincing manner for the intended audience.
Interpersonal Skills	Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations. Perceives, assesses and positively influences one's own and other individuals' emotions.
Team Skills	Acts with integrity and honesty in team processes (honors ground rules set by team; keeps team business within the team etc.); can shape, guide and facilitate group processes in meetings, working effectively with others without formal authority and recognizing the values and talents of others.
Technology Utilization	Keeps up-to-date on technological development and their applications in the workplace to achieve optimum efficiency. Familiarity and effectiveness with the application of e-communications, including e-mail, wireless devices, text messaging, audio/video files, etc., including the exercise of proper e-mail etiquette and the use of standard, DOE provided, computer applications to meet work requirements and updates capabilities as needed. (Examples are Microsoft Word, Outlook, Access, Excel, Power Point, and corporate information systems.) Ensures access to and security on technology systems.
Customer Service	Balances interests of a variety of clients, and readily readjusts priorities to respond effectively to pressing and changing demands for information, advice and assistance. Anticipates and meets the needs of clients; achieves quality end products; and is committed to continuous improvement of services.
Public Service Motivation	Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.
Understand the Business of DOE	Understands and supports the various business lines of the Department. Knows how position and organizational functions foster, relate and connect to the Department's mission.
Integrity/Honesty	Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.
Flexibility	Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.
Resilience	Deals effectively with pressure and workload demands; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks. Has ability to identify stress factors and apply learned coping skills to mitigate those factors.
Continual Learning	Assesses and recognizes own strengths and weaknesses. Pursues self-development.
Workplace Safety	Demonstrates safe work practices appropriate for the position and work environment.